

1999 Biennial Review Business Line Summary by OSD/PSA

OSD/PSA - Business Line	Overall Satisfaction Score	Satisfaction with Business Line	Responsiveness to Customers	Satisfaction with Specific Products and Services	Coordination with Customers	Number of Surveys
Under Secretary of Defense (Acquisition, Technology & Logistics)						
BMDO - Ballistic missile defense program management oversight	70%	68%	68%	68%	74%	19
BMDO - Missile defense system acquisition and implementation	61%	56%	69%	56%	63%	16
BMDO - Technology research, development, test and evaluation, and architecture/engineering	59%	50%	64%	50%	73%	11
DARPA - Funding, management, and transitioning of research ideas and prototypes	82%	80%	77%	86%	86%	31
DLA - Contract administration services (Defense Contract Management Command)	86%	90%	86%	90%	76%	21
DLA - Defense Automated Printing Service (DAPS)	87%	86%	89%	87%	86%	110
DLA - Defense Automatic Addressing System (DAAS)	100%	100%	100%	100%	100%	19
DLA - DoD Cataloging (Defense Logistics Information Service (DLIS))	63%	64%	55%	79%	55%	49
DLA - DoD Disposal (Defense Reutilization and Marketing Service)	72%	78%	69%	75%	67%	48
DLA - Materiel management	70%	75%	72%	72%	62%	462
DTRA - Exploiting the revolution in military affairs	61%	56%	60%	63%	67%	10
DTRA - Preparing for future Weapons of Mass Destruction (WMD) threats	80%	82%	81%	75%	80%	134
DTRA - Responding to full spectrum of crises that threaten U.S. interests	81%	88%	74%	79%	82%	35
DTRA - Shaping the international environment through control of weapons of mass destruction	82%	77%	88%	85%	79%	48
OEA - Technical and financial assistance to communities impacted by changes in scope of	91%	92%	88%	91%	94%	69